

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER

☐

DATE

December 10, 2019

MOTOR CARRIER MATTER

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DOCKET NO.

2018-211-T

UTILITIES MATTER

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ORDER NO.

2019-845

THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.

SUBJECT:

Docket No. 2018-211-T - Kevin Marra, Complainant/Petitioner v. JMS Worldwide, LLC,
Defendant/Respondent - Staff Presents for Commission Consideration the Office of Regulatory Staff's Report Regarding JMS's Compliance with the Code of Ethics and Conduct.

COMMISSION ACTION:

On March 20, 2019, this Commission conditionally approved the Code of Ethics and Conduct ("Code") for JMS Worldwide, LLC. On October 1, 2019, ORS provided the Commission with a report regarding the company's compliance with the Code, including ORS's assessment as to the Code's adequacy in improving JMS's customer service quality. Regarding only service rendered during the time frame following this Commission's conditional approval of the Code, ORS reported one customer complaint that involved an overcharge of \$370, which occurred due to a calculation error on the JMS's bill of lading.

ORS concluded that JMS has made a good faith effort towards improving its customer service quality with the exception of providing an accurate quote in the instance described. The ORS report notes that quotes and estimates are not governed by Commission rules and regulations; however, as part of its Code, JMS has pledged to provide accurate written estimates. ORS recommends JMS continue to work towards improving this aspect of its customer relations.

Based on the ORS report, I move that we find that the Code appears to be effective in assisting JMS to improve its customer service quality. On that basis, I further move that we remove the conditional nature of our approval of the Code, encourage JMS to continue to work to provide accurate written estimates, and request a 12-month status report from ORS.

PRESIDING: RandallSESSION: RegularTIME: 2:00 p.m.

| | MOTION | YES | NO | OTHER |
|-----------|-------------------------------------|-------------------------------------|--------------------------|----------------|
| BELSER | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>Recused</u> |
| ERVIN | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| HAMILTON | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| HOWARD | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| RANDALL | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| WHITFIELD | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| WILLIAMS | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>Absent</u> |

Military Leave

(SEAL)

RECORDED BY: J. Schmieding

